

W-01303A-08-0227
SW-01303A-08-0227



0000091910

ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73929

Date: 12/15/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Kathleen

Adler

Account Name:

Kathleen Adler

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Waddell

CBR:

State:

AZ

Zip: 85355

is:

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-08-0227 and SW-01303A-08-0227 *****

**** AGUA FRIA WATER DISTRICT ***

December 10, 2008

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington
Phoenix, AZ 85007

Arizona Corporation Commission
DOCKETED

DEC 16 2008

DOCKETED BY

mn

RECEIVED
2008 DEC 16 A 9:20
Arizona Corporation Commission

Dear Members of the commission:

I received a notice from Arizona American Water Co. that rates may increase over 50% in 2009. I am a retired 66-year-old senior citizen who lives on a small amount of social security (\$107/month) and a small state retirement income. Both of these retirement incomes net less than \$23,000 per year.

My latest increase in social security income went from \$102 to \$107. Next year's increase will go from \$107 to \$118 - making my net increase in 2008 and 2009 for social security income a whopping \$16/month. My state retirement check has also had miniscule increases over the past 2 years. The net increase in my combined retirement income over the past 2 years will not be enough income to pay for even 50% of the proposed rate increase from Az. American Water Co. My APS bills and Park and Sons Waste Management bills have also had rate increases the past 2 consecutive years. Cost of living for basic services has increased every year. The percent increase in my retirement income is less than 25% of the percent increase in cost of my basic services of water, electricity, and waste management costs over the past 2 years.

I request that the Commission deny this exorbitant increase in water rates.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely,

Kathleen Adler

[REDACTED]
Waddell, AZ 85355

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following correspondence -

Dear Ms. Adler:

Your correspondence regarding the Arizona American Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company's application.

The concerns raised in letters, phone calls and e-mails received from customers will assist staff in the investigation and review of the rate application. Staff's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 12/15/2008

Opinion No. 2008 - 73929

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 73928

Date: 12/15/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Leo J.**

Fiebiger

Account Name: Leo J. Fiebiger

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Waddell

CBR:

State: AZ Zip: 85355

is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-08-0227 and SW-01303A-08-0227 *****

*** AGUA FRIA WATER DISTRICT ***

Customer sent the following correspondence -

December 10, 2008

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington
Phoenix, AZ ; 85007

RE: Arizona American Water Company rate increase

Dear Members of the Commission:

I am a resident of Clearwater Farms in Waddell. This letter is to ask you to disapprove the very high increase in the cost of water supplied by Arizona American Water. As a "captive customer", I have no choice but to use their water. (I believe the law prevents me from drilling my own well now).

They site improvements in the system as their reason for the increase. While I'm sure they made improvements, the changes at the plan between Northern and Glendale on Cotton Lane were made to handle the large number of homes they anticipated would be built, Most of those homes were not built, and now my neighbors and I are being "forced" to pay for their gamble. We all know eventually those homes will be built. Will the water bills then be reduced? Unlikely. There are places they could cut costs - I.e., the meter reader rides from meter to meter in a full-sized pickup - as a regular bicycle rider, I see another option. Please consider the economic times and reject their proposal.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you.

Leo J. Fiebiger

[REDACTED]
Waddell, AZ 85355

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following correspondence -

Dear Mr. Fiebiger:

Your correspondence regarding the Arizona American Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company's application.

The concerns raised in letters, phone calls and e-mails received from customers will assist staff in the investigation and review of the rate application. Staff's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 12/15/2008

Opinion No. 2008 - 73928

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73920

Date: 12/15/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Harold Last: Dickey

Account Name: Harold Dickey

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Surprise

CBR:

State: AZ Zip: 85374

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-08-0227 and SW-01303A-08-0227 *****

*** AGUA FRIA WATER DISTRICT ***

Customer sent the following correspondence -

Dec 9 2008

AZ Corporation Commission-

This requested 47 cents per pay will amount to an additional \$15.00 per month. I hope you will dis-allow this request as exhorbant. Where does this increase go to? Executive salaries?? I had hoped the rate would be decreased not increased!!

Thanks

H. Dickey

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following -

Dear Mr. Dickey:

Your correspondence regarding the Arizona American Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 12/15/2008

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